FIG. 1

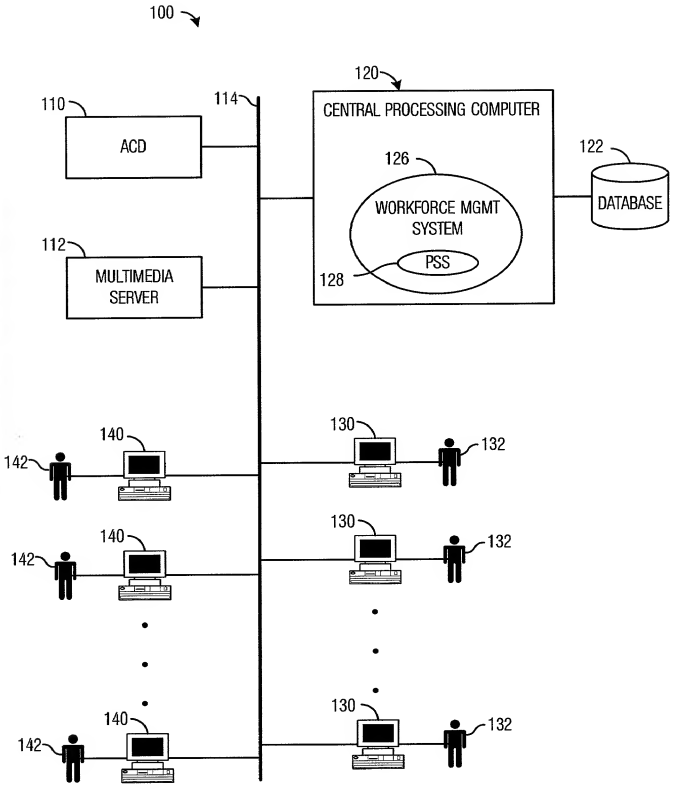
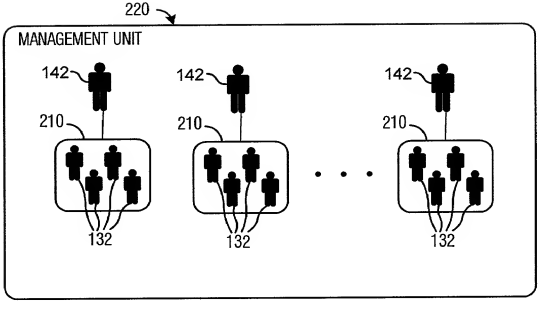

100
120
110
114
CENTRAL PROCESSING COMPUTER
ACD
122
126
WORKFORCE MGMT SYSTEM
DATABASE
112
MULTIMEDIA SERVER
PSS
128
140
130
132
142

FIG. 2



TOSTADO 11992680

FIG. 3A

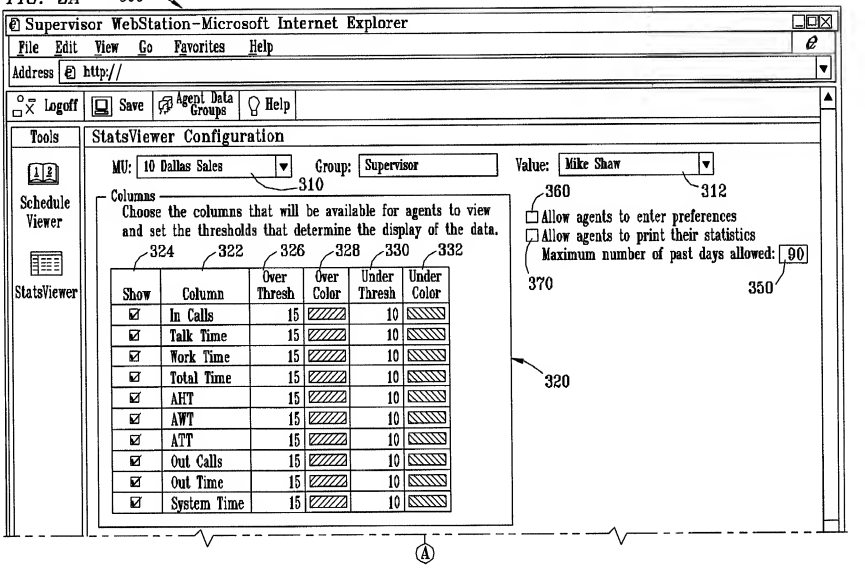


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FIG. 3B

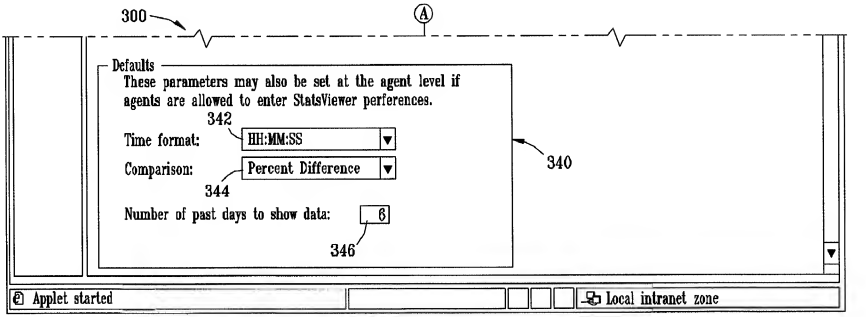

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FIG. 4

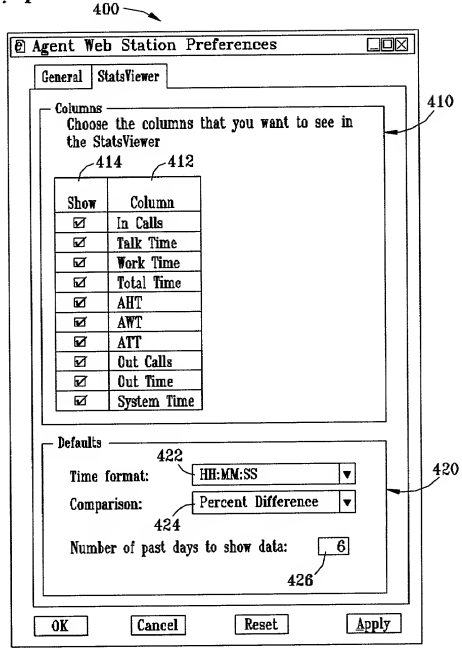
400
Agent Web Station Preferences
General
StatsViewer
410
Columns
Choose the columns that you want to see in the StatsViewer
414
412
Show
Column
In Calls
Talk Time
Work Time
Total Time
AHT
AWT
ATT
Out Calls
Out Time
System Time
Defaults
422
Time format:
HH:MM:SS
420
Comparison:
Percent Difference
424
Number of past days to show data:
6
426
OK
Cancel
Reset
Apply

FIG. 5A 500

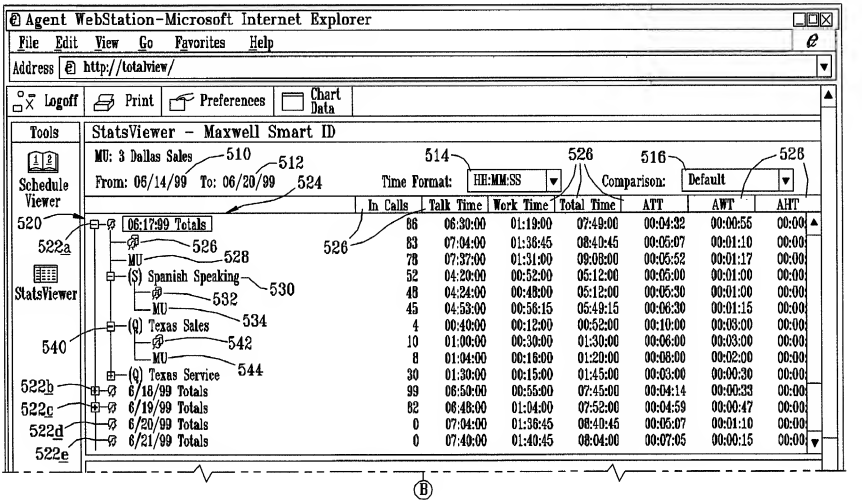

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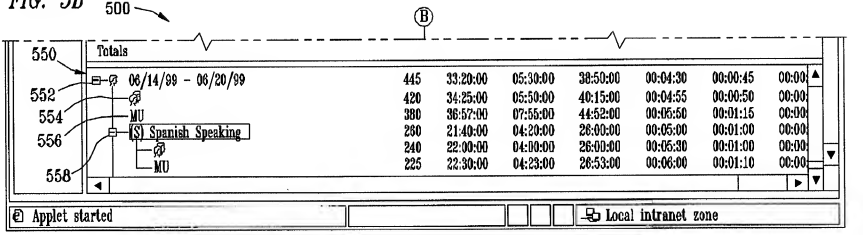
FIG. 5B



IDX 2047001
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